

**DIVISION OF VOCATIONAL REHABILITATION
REQUEST FOR PROPOSALS (RFP)-FY 2012-2013**

**DESCRIPTION OF SERVICES and INSTRUCTIONS FOR PROPOSAL
DEVELOPMENT**

SERVICE DESCRIPTIONS:

The Division of Vocational Rehabilitation is requesting proposals for vocational rehabilitation services for individuals with disabilities leading towards employment. The following is a description of specific services covered under the Request for Proposals.

General elements applicable to all vocational rehabilitation services:

- A. Vendor shall use methods and practices that are in accordance with professional standards in the industry and with the standards of the Commission on Accreditation of Rehabilitation Facilities.
- B. Vendor will collect program performance data, including outcome measures, and shall conduct consumer satisfaction surveys. Vendor will share program data and consumer satisfaction information with DVR annually.
- C. Vendor will use qualified personnel to provide services who meet appropriate certification and professional standards.
- D. Vendor shall provide written feedback to DVR on the progress of the customer at least monthly, and consult with VR Counselor to discuss any substantive issues that arise during the time customer is served.
- E. DVR documentation standards and forms will be utilized and adhered to for all services provided unless otherwise noted.
- F. Vendors are subject to annual quality assurance reviews (QAR) conducted by Vocational Rehabilitation to assure that quality standards are met.
- G. Direct service staff is required to attend DVR sponsored in-service training program each contract year.
- H. Vendor's facility and program shall meet program accessibility requirements, as applicable, of the Architectural Barriers Act of 1968, the Americans with Disabilities Act of 1990, section 504 of the Act, and the regulations implementing these laws.

1. JOB DEVELOPMENT, JOB PLACEMENT AND RETENTION SERVICES

The vendor shall provide job development, placement and retention services to individuals referred by DVR so that person can achieve an employment outcome consistent with his/her individualized employment plan and job placement agreement. The employment outcome shall be consistent with the individual's interests and abilities, and shall reflect his/her preference. The service shall be provided consistent with the current standards and practices of the industry, certification and accreditation organizations. Job development, job placement and job retention services shall include:

1. Development of job-seeking skills (develop a resumé or employment proposal, assist with dress and/or hygiene, develop job-interviewing skills, develop job-seeking skills).
2. Customer-specific job development (contact employers, coordinate customer job interviews).
3. Job analysis (identify essential job functions, develop a job training plan).
4. Direct intervention with employer (assist customer with interview, orient customer to the job, orient customer to work schedule, develop initial natural supports, follow up with employer during the first 90 days of employment).
5. Transportation coordination/training (develop transportation arrangements).
6. Coordination of financial issues (assist with coordination of financial support services, SSA, other public and private sources).

Job development, placement and retention services will require that:

- A. Vendor shall ensure that the individual trainer will provide services, as required and agreed upon by the VR counselor and consumer, and/or will provide follow up services for a period of time agreed upon by the DVR counselor, vendor and the consumer.
- B. Job placement agreements must be signed by the consumer and counselor. Prior to placement, monthly progress reports will be submitted to the VR counselor utilizing DVR documentation standards. Once a consumer is placed in a job, a DVR placement report will be provided within two weeks (14 days) of placement.
- C. Vendor shall provide written summary and evaluation of the individual's progress on a monthly basis and report them to the DVR counselor utilizing DVR documentation standards within two weeks (14 days) of their due dates.

Unit of Service: Outcome based.

2. EMPLOYMENT READINESS TRAINING SERVICES

The vendor shall provide employment readiness training services to a consumer referred by DVR consistent using best practices and most effective methods, consistent with current standards of the industry and accreditation organizations. These services are intended for consumers where it has been established and documented by the VR counselor, consumer and vendor that job placement and coaching services are insufficient in meeting the consumer's needs adequately.

Vendor shall use established curriculum which includes relevant learning objectives and methodologies, and address clients educational and accommodation needs.

1. Working with the consumer to ameliorate problematic workplace and life skill behaviors. After agreeing upon the behaviors to be worked on with the consumer and VR counselor, the vendor will work with the consumer to address

problematic behaviors. Preference will be given to providers that propose skills be taught in a community based settings, including internship and volunteer settings if available. Curriculum content must include some include components from at least five of the below categories:

- Time Management
- Goal Setting
- Proactive and Responsive Communication Skills
- Self Management (diet, exercise, sleep, recreation and relaxation techniques)
- Changing Unproductive Patterns of Behavior, Thinking and Feeling
- Problem Solving
- Active Listening
- Assertiveness Training
- Conflict Resolution
- Financial Management
- Family Education

2. Employment readiness training is not to exceed 4 weeks and will be documented according to DVR standards.

Unit of Service: Weekly (Up to 4 weeks).

3. COMMUNITY BASED WORK ASSESSMENT:

The vendor shall provide community based assessments to consumers referred by DVR consistent with the current standards of industry and accreditation organizations, such to provide an employability assessment for specific jobs in the community. Vendor shall provide an overview of the equipment and tools to be used (if applicable); assessment locations; minimum requirements necessary to participate in the assessment; and assessment objectives.

1. At a minimum, community based assessment must address the following questions and be documented according to DVR standards (Rubin and Roessler, 2008):
 - Does the person have the skills and abilities required to perform their preferred work activities?
 - Are there limitations not previously noted by the rehabilitation counselor?
 - How well does the person deal with supervisors and coworkers?
 - Can the person transfer learning from one task to another?
 - On which vocational task does the individual demonstrate the greatest potential?
 - How does the person's family support or fail to support rehabilitation goals?
 - Any areas of concern must be addressed in writing and in person with the DVR counselor.

- Must occur at work site commensurate with the individual's employment goal of choice.

Unit of Service: Daily (Up to 3 days).

4. JOB COACHING SERVICES

The vendor shall provide job coaching services to individuals referred by DVR so that persons can maintain an employment outcome consistent with his/her individualized employment plan and job coaching agreement. The employment outcome shall be consistent with the individual's interests and abilities, and shall reflect his/her preference. The service shall be provided consistent with the current standards and practices of the industry, certification and accreditation organizations. Job coaching services shall include:

1. Employment-related skills training (train customer on specific work behaviors to the satisfaction of the employer, work schedule time management training, workplace communication skills training).
2. Maintenance of appropriate work and interpersonal behaviors (develop and implement fading plan, maintain appropriate behaviors to the satisfaction of the employer, support to relearn job tasks, short-term training follow-up with customer).
3. Other training needs as agreed upon by the VR counselor and consumer. May include some of the following (elementary money management, coordinate job accommodations and natural supports, recommend assistive technology evaluation, training in the use of public transportation).

Unit of Service: Hourly (Up to 40 hours).

5. APPLIED BEHAVIORAL ANALYSIS AND BEHAVIORAL SUPPORT SERVICES

The vendor shall provide behavioral support services to consumers referred by DVR consistent with the current standards of industry and accreditation organizations (Behavior Analyst Certification Board [BCBA], Board Certified Assistant Behavior Analyst [BCaBA], Positive Behavior Support [PBS] Facilitator, Occupational Therapist, Certified Brain Injury Specialist [CBIS]) or Trainer, Psy.D., M.D., Ph.D. or Master's degree in applicable field), or be supervised by individuals with recognized credentials. Behavioral support professional shall provide Applied Behavioral Analysis and Behavioral Support Services as requested by DVR Counselor and approved by the District Administrator as needed.

1. Behavioral support services will delineate itself as a unique VR service by the provision of behavioral analysis at the outset of service provision and the ability of the vendor to provide behavioral supports/interventions throughout the course of service delivery and document it according to DVR standards either by a qualified practitioner or under the supervision of a qualified practitioner as listed above.

2. Vendor shall conduct applied behavioral analysis in a community based setting and make recommendations for consumers who display work behaviors that need to improve to make them more employable and/or support job retention efforts. Behavioral support services will be delivered in the setting most relevant to where problematic behaviors occur for the consumer.
3. Vendor shall make recommendations as needed and required to successfully complete this service and submit documentation to DVR counselors according to DVR standards. Vendor shall use only empirically validated techniques and positive behavioral approaches to improve work behaviors, soft skills, social skills or other work skills of DVR consumers.

Units of Service: Per Assessment (Applied Behavioral Analysis); Hourly (Behavioral Support Services up to 40 hours).

6. TUTORING SERVICES

The vendor shall provide tutoring support services to a consumer referred by DVR who is receiving educational or skill training services in a mainstream educational or training facility consistent with the current standards of industry and accreditation organizations. Vendor and counselor will identify and evaluate accommodations provided by the educational/training facility and determine any additional support needs of the client.

1. Consumer, vendor and counselor shall establish agreed upon goals for each consumer, which shall identify services to be provided, such as individual tutoring, practice testing, organize note taking, alternative instructional material, use of appropriate equipment (e.g. computer lab) for practice, and meetings with instructor, and other staff to monitor progress.
2. Vendor shall provide written monthly progress reports to the DVR counselor on the supports provided and the progress of the student in the training program according to DVR documentation standards.

Unit of Service: Hourly.

7. TRANSPORTATION SERVICES

The vendor shall provide transportation services to a consumer referred by DVR. The service shall be provided consistent with all inspection and licensing entities, such as:

- A. Vendor shall provide transportation services to DVR consumers in vehicles that are safe, adequately maintained, and meet all applicable safety requirements.
- B. Vendor shall provide transportation services performed by licensed drivers.
- C. Vendor shall maintain adequate automobile insurance through a licensed carrier with liability limits of 100/300 (individual/accident) thousand dollars and personal injury protection of at least 50/150 thousand dollars of coverage.
- D. Vendor agrees to provide transportation services to DVR consumers who may not be enrolled in any other vendor program or service other than transportation on an as needed basis and upon availability of service.

Unit of Service: Per mile or per trip.

8. SUBSTANCE ABUSE COUNSELING/TREATMENT AND SUPPORT SERVICES

The vendor shall provide substance abuse counseling/treatment and support services to consumers referred by DVR in accordance with current empirically validated standards of practice published by the American Psychological Association (APA) and/or the Substance Abuse and Mental Health Services Administration (SAMHSA) and/or the National Institute of Mental Health (NIMH).

Unit of Service: As contracted.

9. JOB COACHING WITH AMERICAN SIGN LANGUAGE SUPPORT

The vendor shall provide job coaching services to a consumer referred by DVR who communicates using American Sign Language, and who requires supports in order to successfully maintain employment. Vendor should be able to communicate with and understand deaf consumers using their expressive and receptive communication skills. Vendor may perform some interpreting as incidental nature of the job coaching with communication supports. Vendor counsels, teaches and advises consumers on work related matters to ensure successful employment; provides VR Counselor with monthly written reports with hourly documentation of their activities. Vendor determines job accommodations needs working in conjunction with the consumer and the employer. Vendor assists in the use of Rehabilitation Technology devices and resources and serves in a consultative capacity to the employer when needed. Vendor supports partnerships to create a supportive environment for both the consumer and the employer.

Unit of Service: Hourly.

10. SUPPORTED EMPLOYMENT SERVICES FOR CONSUMERS WITH COGNITIVE DISABILITIES

The vendor shall provide supported employment services to consumers with cognitive disabilities as referred by DVR consistent with the current standards of industry and accreditation organizations, such as:

1. Vendor shall provide community based work assessment services to evaluate the needs, strengths, skills and abilities, and job preferences of consumer to be served. The assessment phase will include two to three community based work assessments, lasting a minimum of 4 hours each, and totaling at least 8 hours of assessment. If applied behavioral analysis and/or customized employment assessment are utilized, it is expected that an additional 4 hours of assessment will be included in this process, totaling at least 12 hours of assessment;
2. Vendor shall provide SE Job development and job placement services to lead the consumer in job search and in obtaining and retaining employment; to follow up on job leads; and to assist consumer with scheduling, attending job interviews, and navigating the hiring process. Consumers will be placed in jobs

that offer a minimum of 20 hours of employment each week, unless DVR approves a lesser number of hours for reasons related to the individual's disability;

3. Vendor shall provide a minimum of four weeks of intensive on-site SE training services to assist the consumer with new employee orientation, learning job skills, establishing work habits, and meeting all required work standards of the job;
4. Vendor shall provide on-site support and assistance towards SE stabilization on the job. SE stabilization occurs when the individual can successfully retain employment with on-site assistance of approximately 20% of the hours worked by the client. On-site support for SE stabilization shall be at least 4 weeks in length and continue until vendor provides documentation of stabilization;
5. Vendor shall provide SE follow-along services for 90 days after the individual has achieved stabilization on the job, and shall report progress and challenges to DVR at least every 30 days during this period. Ongoing support shall ensure consumer retains employment;
6. Vendor has the options of integrating applied behavioral analysis and supports, and/or customized employment into the SE process in order to obtain the maximum fee of \$9,000 for individuals with most significant disabilities, which is paid in six "milestone" payments. Applied behavioral analysis and supports are defined within this RFP and the vendor must submit a separate RFP proposal for these services in order to qualify to use them in supported employment. Customized employment is a flexible process designed to personalize the employment relationship between a job candidate and an employer in a way that meets the needs of both (ODEP, 2011). Customized employment services include comprehensive home and community based assessments and/or informational interviews designed to better assess and match the consumer's skills, interests and abilities to an employment outcome. Vendor may submit the proposal for customized employment services as part of the proposal for supported employment services;
7. Vendor shall provide VR counselor with monthly progress reports according to DVR documentation standards.

Unit of Service: Phase based Per DVR Fee Schedule Rate.

11. ASSISTIVE TECHNOLOGY AND ACCOMMODATION SERVICES

The vendor shall conduct formalized assistive technology and accommodation evaluations for consumers with disabilities to assess their needs in the home, in training and/or in the workplace for the purpose of assisting the individual in gaining and maintaining employment. Assistive technology and accommodation services shall include as defined by the ADA "making existing facilities used by employees readily accessible to and usable by individuals with disabilities; job restructuring; part-time or modified work schedules; reassignment to vacant positions; acquisition or modification of equipment or devices; appropriate adjustment or modifications of examinations,

training materials, or policies; provision of qualified readers or interpreters; and other similar accommodations.” At a minimum, the following questions are to be considered and answered during the accommodation process:

1. Was the employee actively part of the accommodation and assistive technology process through all of its phases?
2. Does special equipment take advantage of the employee’s unique abilities?
3. Was a simple, minimal cost solution found or considered? If so, what was it?
4. Was the “right” problem solved?
5. Is the solution portable and appropriate for other assignments or tasks?
6. Has an accessible career path been provided for the employee?
7. Were all accommodations requested truly “reasonable?” (Kutsch, The consumer’s role in job accommodation, 1990)

A. The vendor must be capable of assessing and providing accommodations and assistive technology services across the functional limitation categories of: difficulty in interpreting information; limitations in sight; limitations in hearing; susceptibility to fainting, dizziness, and seizures; incoordination; stamina limitations; head movement limitations; sensation limitations; difficulties in lifting, bending, reaching and carrying; difficulty in manual dexterity and manipulation; inability to use the upper extremities; difficulty in sitting; difficulty or inability to use the lower extremities; poor balance; cognitive limitations; emotional limitations; limitations due to disfigurement; substance abuse; pain limitations. (Szymanski and Parker, Work and Disability, 2003)

B. Vendor shall provide VR counselor with monthly progress reports according to DVR documentation standards.

Unit of Service: Hourly.

12. VOCATIONAL TRAINING SERVICES

The vendor shall provide skill training services to a consumer referred by DVR in order for the individual to acquire skills necessary to satisfactorily perform the essential functions of a specific identified job that is readily available in the local labor market.

- a. Vendor shall describe how the curriculum, instructional material and educational methods are especially designed to train individuals with disabilities.
- b. Vendor shall identify the specific competencies which are the outcome objectives of the training program, including specific skills and level of competencies; and demonstrate that the outcome objectives are consistent with the competencies required by employers for specific job titles targeted by the training program.
- c. Vendor shall provide copies of the instructional material and the curriculum to be used in the training program, along with evaluation criteria, which shall provide objective and subjective measurement of consumer’s progress.

- d. Vendor shall conduct periodic evaluations of consumer's progress in completing the training program, and communicate the results to DVR counselor and the customer, at least monthly, at the midpoint and end point of the training.
- e. Vendor shall use instructors that are qualified to teach the identified curriculum, and shall describe the qualifications of the specific instructors on staff or qualifications sought for instructors to be hired.
- f. Vendor shall conduct consumer satisfaction surveys and submit results to DVR at least annually.
- g. DVR will give priority to authorized and certified providers of supported employment and customized employment services.
- h. DVR will give priority to training programs supported by employers in the community and to training programs consistent with high demand job areas in Delaware's economy according to the Office of Occupational and Labor Market Information.

Unit of Service: Weekly.

13. OTHER VOCATIONAL REHABILITATION SERVICES

The vendor may submit proposals for programs and services in accordance with the general elements applicable to all providers and services stated within this RFP. Other services available to consumers referred by DVR must be designed to assist an individual with a disability to prepare for and enter integrated employment in the community.

Unit of Service: As contracted.

**DIVISION OF VOCATIONAL REHABILITATION
INSTRUCTIONS FOR PROPOSAL DEVELOPMENT - FY2012-2013**

I. INFORMATION FOR OFFERORS

This packet is designed to assist interested organizations that wish to submit proposals to provide vocational rehabilitation services or skill training services to DVR consumers with disabilities. The packet provides necessary information to prepare and submit proposals for consideration. Please read this document carefully and follow the instructions as suggested.

II. INSTRUCTIONS FOR PROPOSALS

1. Offerors who submit proposals for DVR purchase of service agreements are encouraged to be brief and clear in the presentation of ideas. Applicants are encouraged to follow the guidelines provided in this packet. Proposals shall be typewritten, single-spaced, numbered pages stapled together. Offers, in order to be approved, must meet the criteria set forth in the Request for Proposal. Please do not submit additional brochures, promotional materials or additional information that is not requested within the RFP.
2. Seven copies of each proposal shall be submitted to DVR signed by the responsible party;
3. The proposal must be delivered in a sealed package or envelope;

Proposal Questions: Parties interested in submitting a proposal to the Division of Vocational Rehabilitation, may contact Daniel Madrid or Ed Tos at 302-761-8275 for guidance on the process.

Optional Pre-Proposal Offerors' Meeting: An optional pre-proposal meeting shall be held by DVR on **July 14th, 2011, at 1:00 p.m.** at the Department of Labor, Fox Valley location in Wilmington, Delaware at the Training Annex Building. At the meeting, any and all interested parties will be provided an opportunity for discussion for the purpose of clarification to assure full understanding of and responsiveness to the request for proposals.

Deadline for Submitting Proposals: The deadline for receipt of **seven (7)** copies of each **sealed** proposal is **August 5th, 2011 at 4:30 p.m.** at the Central Office of the Division of Vocational Rehabilitation, located on the third floor of the Department of Labor Fox Valley site, 4425 N. Market Street, P.O. Box 9969, Wilmington, DE 19809-0969 to the attention of Daniel Madrid, Vendor Specialist.

Opening of Proposals: Sealed proposals for services offered will be opened on **August 10th, 2011 at 9:00 a.m.** 3rd floor conference room, at the DVR Central Office located in Fox Valley, 4425 North Market Street, Wilmington, Delaware.

Evaluation and Selection of Proposals:

1. Negotiations may be conducted with all offerors who submit proposals that are determined by DVR as "likely to be accepted" by the DVR RFP Committee.
2. After negotiations, a request for best and final offer will be requested from some offerors that submitted proposals determined "likely to be accepted" with a deadline for revised proposals to be delivered.

Awarding of Purchase of Service Agreements:

DVR will enter into Purchase of Service Agreements with all offerors whose proposals are approved no later than **September 30, 2011**. The term of the agreements will be from **October 1, 2011 until September 30, 2013**. The agreement will not specify the quantity of services to be purchased; referrals will be made on an as needed basis by DVR. It is the intention of the Division of Vocational Rehabilitation to award contracts to more than one offeror.

Required Documents:

1. Documents demonstrating responsibility of offeror:
 - a) Copy of most recent financial audit and statement.
 - b) Copy of business license, if necessary.
 - c) Copy of business and liability insurance coverage.
 - d) Proof of business status.
 - e) Proof of appropriate staff credentials/certifications to provide services in proposal.
 - f) Proof of applicable organizational certifications and accreditations (i.e. CARF).
 - g) Statement that offeror is not barred from doing business with the state.
 - h) Completed and signed assurances form.
2. Description of services offered:
 - a) Consumer population and geographic area to be served.
 - b) Description of services.
 - c) Outcome statement (ultimate goals or accomplishments of program-objective measures).
 - d) Marketing materials describing consumer services.
 - e) Performance history (past experience providing services and achieving outcomes).
 - f) Budget for service(s).
 - g) List of staff providing services including their qualifications, education, training, and certifications.

III. DESCRIPTION OF THE APPLICATION ITEMS (The items below shall be completed as follows: Items 1 – 3 must be completed using DVR forms; Items 4 - 9 are to be typewritten by the offeror and submitted in the offeror's description of services for each service submitted in response to the RFP)

1. **Proposal Information Summary (DVR Form):** Use the “Proposal Information Summary” for the cover sheet of the application. Have the “Proposal Information Summary” signed by a duly authorized representative of the organization. Complete all parts of this form.
2. **Annual Budget Summary Form (DVR Form):** The categories and line items described in the “Annual Budget Summary” have been adapted from and are consistent with similar procedures used by the Department of Labor, the Division of Employment and Training, and the Division of Vocational Rehabilitation. These procedures are intended to guide potential providers in developing a program budget that fairly represents the reasonable and necessary costs they incur in serving clients. All applicants are requested to submit budgets in the provided budget format for each proposed service.
3. **Community Rehabilitation Provider Assurances Form (DVR Form):** Provides an agreement of compliance that all DVR contracted community rehabilitation providers meet specific standards for providing services to persons with disabilities. Have the “Assurances Form” signed by a duly authorized representative of the organization.
4. **Consumer/Client Description:** Describe the clients (population) selected for this program; the number of individuals the program can serve during the term of the PSA; and the geographic area to be served.
5. **Outcome Statement:** Prepare a narrative description describing the overall goals, objectives and outcomes that the program intends ultimately to achieve by providing its services. Program steps and milestones will contribute to the outcome the program. Outcomes are goals of the program that are achieved by the accomplishing the program steps and milestones. Include measurable objectives in your description.
6. **Description of Services:** Describe the core features of the program, addressing the elements of the description of services contained in the Request for Proposal Package. Identify the number of hours, days, weeks the service will be provided, the substance of the service, and other core features specific to the service.
7. **Milestones and Verification (Evaluation):** Describe the milestones, which the program intends to achieve. A milestone is a critical point that clients must reach to ensure that a program is on the way to achieving its outcomes. Describe how the milestones will be verified.
8. **Performance History and Prior Experience Performing Proposed Services:** Describe your past performance history as related to each of the services in the proposal. Include the population served and outcomes obtained.
9. **Staff:** Describe staff members who are responsible for delivering program services, managing the program, and reaching the program outcomes. Identify the persons experience, education, training, and appropriate certifications.